

BEFORE THE
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268-0001

ANNUAL COMPLIANCE REVIEW, 2016

Docket No. ACR2016

RESPONSES OF THE UNITED STATES POSTAL SERVICE TO
QUESTIONS 1-5 AND 7-21 OF CHAIRMAN'S INFORMATION REQUEST NO. 1

The United States Postal Service hereby provides its responses to the above-listed questions of Chairman's Information Request No. 1, issued on January 3, 2017. Each question is stated verbatim and followed by the response. The response to Question No. 6 will be forthcoming when available.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

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1. The Postal Service states that a zero bundle review is required for every instance where preliminary data predict an External First-Class (EXFC) measurement system bundle failure for First-Class Mail Single-Piece Letters/Postcards subject to the 2-day and 3-5-day service standards.¹
 - a. Please confirm that only EXFC First-Class Mail Single-Piece Letters/Postcards received a zero bundle review in FY 2016. If not confirmed, please identify all other mailpieces that received a zero bundle review in FY 2016.
 - b. Please provide the volumes and percentages of First-Class Mail Single-Piece Letters/Postcards that received a zero bundle review during FY 2015 and FY 2016, disaggregated by service standard. The responses may use the following format (or a more practicable alternative):

Total Volume and Percentage of First-Class Mail Single-Piece Letters/Postcards Receiving Zero Bundle Review				
Fiscal Year	FY 2015		FY 2016	
	Volume	Percentage	Volume	Percentage
2-Day				
3-5-Day				

- c. Please provide the volumes and percentages of First-Class Mail Single-Piece Letters/Postcards that received a zero bundle review during FY 2015 and FY 2016, disaggregated by District *and* service standard. The responses may use the following format (or a more practicable alternative):

Volume and Percentage of First-Class Mail Single-Piece Letters/Postcards Receiving Zero Bundle Review								
District	FY 2015				FY 2016			
	2-Day		3-5-Day		2-Day		3-5-Day	
	Vol	%	Vol	%	Vol	%	Vol	%
District A								

¹ Docket No. ACR2015, Second Response of the United States Postal Service to Commission Requests for Additional Information in the FY 2015 Annual Compliance Determination, Service Improvement Plan, June 27, 2016, at 4 (Service Response); Docket No. ACR2015, Responses of the United States Postal Service to Questions 1-20 of Chairman's Information Request No. 22, November 15, 2016, question 1 (Responses to CHIR No. 22).

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- d. Please explain what is the total population used to calculate the volume and percentages responsive to questions 1.b and 1.c (e.g., EXFC First-Class Mail Single-Piece Letters/Postcards or all First-Class Mail Single-Piece Letters/Postcards).

RESPONSE:

- a. Not confirmed. The zero bundle review process is also utilized for EXFC First-Class Mail Single-Piece flats.
- b. The following volumes of First-Class Mail Single-Piece Letters/Postcards required a zero bundle review during FY 2015 and FY 2016:

Total Volume and Percentage of First-Class Mail Single-Piece Letters/Postcards Receiving Zero Bundle Review				
Fiscal Year	FY 2015		FY 2016	
	Volume	Percentage	Volume	Percentage
1-Day	613	0.23	N/A	N/A
2-Day	2,971	0.30	3,152	0.30
3-5-Day	3,376	0.30	3,150	0.29

- c. The following volumes of First-Class Mail Single-Piece Letters/Postcards required a zero bundle review during FY 2015 and FY 2016:

Volume and Percentage of First-Class Mail Single-Piece Letters/Postcards Receiving Zero Bundle Review										
District	FY 2015						FY 2016			
	1-Day		2-Day		3-5-Day		2-Day		3-5-Day	
	Vol	%	Vol	%	Vol	%	Vol	%	Vol	%
Alabama	19	0.38	15	0.09	17	0.13	38	0.20	33	0.25
Alaska	-	-	12	0.08	16	0.23	13	0.09	19	0.28
Albany	8	0.21	65	0.41	33	0.34	64	0.37	30	0.35

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Volume and Percentage of First-Class Mail Single-Piece Letters/Postcards Receiving Zero Bundle Review										
District	FY 2015						FY 2016			
	1-Day		2-Day		3-5-Day		2-Day		3-5-Day	
	Vol	%	Vol	%	Vol	%	Vol	%	Vol	%
Appalachian	10	0.22	14	0.10	17	0.18	129	0.84	87	1.03
Arizona	39	0.77	80	0.45	113	0.40	45	0.23	41	0.15
Atlanta	11	0.30	89	0.61	170	0.64	67	0.45	141	0.51
Baltimore	24	0.63	58	0.36	30	0.26	126	0.72	97	0.85
Bay-Valley	9	0.24	53	0.34	55	0.34	15	0.10	16	0.10
Capital	14	0.39	47	0.35	32	0.30	210	1.50	166	1.59
Caribbean	-	-	25	0.18	2	0.13	-	-	-	-
Central Illinois	-	-	45	0.26	67	0.28	32	0.19	51	0.21
Central Pennsylvania	-	-	-	-	-	-	79	0.40	59	0.38
Central Plains	10	0.26	39	0.26	48	0.27	25	0.16	27	0.14
Chicago	-	-	78	0.96	94	0.99	36	0.42	38	0.43
Colorado/Wyoming	41	1.05	127	0.91	174	0.67	44	0.30	63	0.25
Connecticut Valley	34	0.87	119	0.82	128	0.83	29	0.19	30	0.20
Dakotas	21	0.41	7	0.04	17	0.13	22	0.12	9	0.08
Dallas	-	-	34	0.19	47	0.14	54	0.31	110	0.32
Detroit	27	0.68	126	0.76	104	0.68	104	0.60	89	0.58
Fort Worth	-	-	29	0.28	21	0.19	15	0.13	14	0.13
Gateway	5	0.13	54	0.34	63	0.33	12	0.07	16	0.08
Greater Boston	-	-	155	0.76	248	1.31	21	0.10	33	0.18
Greater Indiana	29	0.79	46	0.33	61	0.40	34	0.23	38	0.26

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Volume and Percentage of First-Class Mail Single-Piece Letters/Postcards Receiving Zero Bundle Review										
District	FY 2015						FY 2016			
	1-Day		2-Day		3-5-Day		2-Day		3-5-Day	
	Vol	%	Vol	%	Vol	%	Vol	%	Vol	%
Greater Michigan	-	-	31	0.25	13	0.13	36	0.27	20	0.21
Greater South Carolina	9	0.25	7	0.05	14	0.11	14	0.10	13	0.10
Greensboro	-	-	29	0.18	23	0.16	119	0.72	81	0.58
Gulf Atlantic	26	0.53	23	0.14	51	0.22	104	0.54	106	0.48
Hawkeye	8	0.16	18	0.11	14	0.12	13	0.07	11	0.10
Honolulu	-	-	-	-	-	-	26	0.18	5	0.17
Houston	9	0.24	84	0.55	96	0.49	134	0.87	167	0.88
Kentuckiana	11	0.31	34	0.25	33	0.23	49	0.34	52	0.37
Lakeland	7	0.17	29	0.19	83	0.28	34	0.20	56	0.18
Long Island	-	-	120	0.88	80	0.75	47	0.33	43	0.42
Los Angeles	4	0.11	121	0.95	182	1.04	57	0.41	63	0.34
Louisiana	-	-	58	0.33	46	0.38	32	0.16	11	0.09
Mid-America	-	-	25	0.16	29	0.17	30	0.17	23	0.13
Mid-Carolinas	-	-	19	0.14	10	0.06	88	0.63	84	0.47
Mississippi	14	0.42	27	0.22	12	0.19	24	0.18	8	0.14
Nevada-Sierra	-	-	51	0.49	38	0.34	26	0.20	17	0.15
New York	-	-	110	0.64	62	0.56	158	0.84	94	0.83
Northern New England	-	-	68	0.43	48	0.33	18	0.10	8	0.06
Northern New Jersey	10	0.27	49	0.30	51	0.27	62	0.36	88	0.45
Northern Ohio	7	0.19	8	0.06	15	0.07	30	0.21	33	0.16

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Volume and Percentage of First-Class Mail Single-Piece Letters/Postcards Receiving Zero Bundle Review										
District	FY 2015						FY 2016			
	1-Day		2-Day		3-5-Day		2-Day		3-5-Day	
	Vol	%	Vol	%	Vol	%	Vol	%	Vol	%
Northern Virginia	-	-	13	0.11	18	0.18	79	0.63	63	0.67
Northland	10	0.26	12	0.08	29	0.09	42	0.26	60	0.19
Ohio Valley	21	0.55	32	0.20	78	0.27	21	0.13	42	0.14
Oklahoma	-	-	11	0.08	4	0.04	-	-	-	-
Philadelphia Metro	-	-	16	0.12	14	0.09	97	0.66	82	0.57
Portland	8	0.22	9	0.07	9	0.06	31	0.21	29	0.18
Richmond	-	-	32	0.23	25	0.22	45	0.28	26	0.24
Rio Grande	-	-	39	0.27	60	0.27	31	0.19	38	0.17
Sacramento	-	-	91	0.57	91	0.49	54	0.31	36	0.19
Salt Lake City	6	0.16	26	0.18	28	0.14	26	0.18	29	0.14
San Diego	25	0.68	35	0.30	50	0.28	-	-	-	-
San Francisco	29	0.78	32	0.28	52	0.42	67	0.53	53	0.44
Santa Ana	-	-	64	0.33	96	0.32	38	0.21	71	0.22
Seattle	9	0.24	8	0.06	26	0.10	97	0.64	190	0.80
Sierra Coastal	-	-	35	0.26	52	0.27	14	0.10	20	0.11
South Florida	-	-	9	0.07	23	0.08	28	0.19	62	0.20
South Jersey	-	-	-	-	-	-	28	0.19	25	0.20
Suncoast	8	0.22	23	0.15	62	0.17	24	0.16	44	0.13
Tennessee	18	0.39	27	0.16	63	0.22	7	0.04	20	0.07
Triboro	33	0.90	112	0.97	65	0.83	94	0.85	60	0.76

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Volume and Percentage of First-Class Mail Single-Piece Letters/Postcards Receiving Zero Bundle Review										
District	FY 2015						FY 2016			
	1-Day		2-Day		3-5-Day		2-Day		3-5-Day	
	Vol	%	Vol	%	Vol	%	Vol	%	Vol	%
Westchester	40	1.08	85	0.83	41	0.78	-	-	-	-
Western New York	-	-	32	0.25	33	0.22	14	0.10	10	0.07

- d. The total population used to calculate the volume and percentage responsive to questions 1.b and 1.c is EXFC First-Class Mail Single-Piece Letters/Postcards.

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2. Please define "bundle failure" and specify if the definition differs based on the applicable service standard. Service Response at 4; Responses to CHIR No. 22, question 1.

RESPONSE:

A zero bundle is when none of the intra-SCF 2-day mailpieces within an EXFC test bundle is delivered on-time; inter-SCF 2-day and 3-to-5-day pieces may or may not be on time. The 2-Day intra-SCF mailpieces are pieces where the origin SCF is the same as the destinating SCF as identified on USPS labeling lists.

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3. The Postal Service describes that the basic flow for Collections/First Mile of First-Class Mail Single-Piece Letters/Postcards involves receipt of a "cancellation mark" at the origin processing facility. Service Response at 2. Please define "cancellation mark."

RESPONSE:

A cancellation mark, or postmark, is applied to prevent the reuse of the indicia and to provide a date which is recognized as a valid time determinate. The cancellation mark consists of the city, state, and date to identify when and where a mailpiece was processed.

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4. The Postal Service provides the percentage of EXFC First-Class Mail Single-Piece Letters/Postcards with collection delays through FY 2016, Quarter 2, disaggregated by District and service standard. Service Response at 26. Please provide this information for FY 2016, Quarters 3 and 4. The response may use the format used in Appendix A. *Id.*

RESPONSE: Blank cells indicate that no failures (0 percent) were attributed to the specified delay for the given District, service standard, and time period.

**Percentage of First-Class Mail Single-Piece
Letters/Postcards with Collection Delay**

Area/District	Service Standard	2		3 to 5	
	Fiscal Year	16		16	
	Quarter	Q3	Q4	Q3	Q4
Capital Metro	Atlanta	0.87%	0.32%	1.43%	0.43%
	Baltimore			0.32%	
	Capital		0.67%		0.52%
	Greater South Carolina				
	Greensboro	0.29%		0.54%	
	Mid-Carolinas		0.72%		0.24%
	Northern Virginia				
	Richmond				
Eastern	Appalachian		0.47%		0.46%
	Central Pennsylvania	0.03%			
	Kentuckiana	0.07%		0.67%	
	Northern Ohio				
	Ohio Valley	0.16%	0.32%	0.22%	0.35%
	Philadelphia Metro	0.15%		0.30%	
	South Jersey				
	Tennessee				
	Western New York		0.15%		
	Western Pennsylvania				
Great Lakes	Central Illinois			0.02%	
	Chicago	0.83%	0.98%	0.79%	0.98%
	Detroit	0.22%	0.34%	0.07%	0.28%
	Gateway		0.37%		
	Greater Indiana	0.18%	0.32%	0.33%	0.30%
	Greater Michigan	0.24%	0.49%	0.32%	0.33%
	Lakeland				

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Area/District	Service Standard	2		3 to 5	
	Fiscal Year	16		16	
	Quarter	Q3	Q4	Q3	Q4
Northeast	Albany		0.92%		0.49%
	Caribbean				
	Connecticut Valley		0.37%		0.39%
	Greater Boston				
	Long Island				
	New York				
	Northern New England		0.18%		0.21%
	Northern New Jersey				
	Triboro	0.19%	0.64%	0.20%	0.64%
	Westchester				
Pacific	Bay-Valley				
	Honolulu				
	Los Angeles		0.23%		0.34%
	Sacramento		0.37%		0.17%
	San Diego				
	San Francisco				
	Santa Ana	0.29%	0.22%		0.24%
	Sierra Coastal				
Southern	Alabama		0.58%		0.69%
	Arkansas				
	Dallas				
	Fort Worth				
	Gulf Atlantic	0.05%	0.16%	0.10%	0.02%
	Houston	0.35%		0.64%	
	Louisiana		0.35%		
	Mississippi				
	Oklahoma				
	Rio Grande			0.07%	
	South Florida			0.16%	
	Suncoast		0.35%		0.29%
Western	Alaska				
	Arizona		0.22%		0.12%
	Central Plains				
	Colorado/Wyoming			0.23%	
	Dakotas				
	Hawkeye	0.18%		0.47%	
	Mid-America		0.18%		0.21%
	Nevada-Sierra		0.45%		0.39%
	Northland	0.03%		0.07%	
	Portland	0.18%		0.30%	
	Salt Lake City			0.23%	
	Seattle	0.04%		0.16%	

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5. The Postal Service states that “[f]or each of the 24-hour processing clock metrics, there is a national goal,” with “upper and lower control limits . . . calculated based on average performance and standard deviations” to account for “[s]light variation in performance” and describes tracking whether each facility meets each national goal. Responses to CHIR No. 22, question 2.b.i.
- a. Please explain what is the total population used to calculate national goal percentages (e.g., First-Class Mail Single-Piece Letters/Postcards subject to the 3-5-day service standard that do not experience Collections/First Mile failure).
 - b. Please describe each of the following eight processing actions used as the basis for the 24-hour clock metrics:
 - i. Percent cancelled by 2000,
 - ii. Outgoing primary cleared by 2400,
 - iii. Outgoing secondary cleared by 0030,
 - iv. MMP cleared by 1500,
 - v. Mail assigned to Commercial/FedEx by 0230,
 - vi. DPS second pass cleared by 0500,
 - vii. Carriers returned by 1700, and
 - viii. Trips on time between 000-0700.
 - c. For each of the eight 24-hour clock metrics during FY 2016, please identify the 10 facilities with the most failures in meeting *each* national goal. For each facility identified, please state the number of times that the facility failed to meet that national goal during FY 2016 and the corresponding number of times that the facility failed to meet that national goal during FY 2015. The responses may use the following format (or a more practicable alternative) for *each* national goal:

10 Facilities With Most Failures to Meet National Goal # 1 (80 Percent Cancelled by 2000)			
Facility	Corresponding District	Number of times did not meet national goal # 1 in FY 2015	Corresponding Number of times did not meet national goal # 1 in FY 2015
1.			
2.			
3.			

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4.			
5.			
6.			
7.			
8.			
9.			
10.			

RESPONSE:

- a. The 24-hour clock indicators are not limited to First-Class Mail Single-Piece Letters/Postcards. Instead, the total populations may include various mail classes, mail shapes, and service standards.
- b. The 24-hour clock metrics with descriptions are:
 - i. Percent cancelled by 2000: Measures the cancellation processing of First-Class Mail Single-Piece Letters/Postcards collected from collection boxes, residential mailboxes, businesses, and other collection points by the designated clearance time.
 - ii. Outgoing primary cleared by 2400: Measures the processing of First-Class Mail Single-Piece Letters/Postcards and commercial First-Class Letters/Postcards requiring a primary sortation at origin by the designated clearance time.

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- iii. Outgoing secondary cleared by 0030: Measures the processing of First-Class Mail Single-Piece Letters/Postcards and commercial First-Class Letters/Postcards requiring a secondary sortation at origin by the designated clearance time.
- iv. MMP cleared by 1500: Measures the processing of First-Class Mail Single-Piece Letters/Postcards and commercial First-Class Letters/Postcards requiring a primary sortation at destination by the designated clearance time.
- v. Mail assigned to Commercial/FedEx by 0230: Measures the volume of mail assigned to the air network by the designated clearance time. This metric may include First-Class Mail Single-Piece and Commercial Letters/Postcards and Flats, Priority Mail, First-Class Mail parcels, and First-Class Package Service parcels.
- vi. DPS second pass cleared by 0500: Measures the processing of First-Class Mail and Standard Mail Letters/Postcards requiring delivery point sequence sortation at destination by the designated clearance time.
- vii. Carriers returned by 1700: Measures the percentage of delivery unit carriers that return to the office by the designated time.

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- viii. Trips on time between 0000-0700: Measures the on-time percentage of outbound trips from a mail processing facility between the designated times.
- c. The facilities with the most failures in meeting each national goal are provided in non-public folder USPS-FY16-NP30, filed under seal.

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7. The Postal Service provides the percentage of EXFC First-Class Mail Single-Piece Letters/Postcards with origin processing delays through FY 2016, Quarter 2, disaggregated by District and service standard. Service Response at 27. Please provide this information for FY 2016, Quarters 3 and 4. The response may use the format used in Appendix B. *Id.*

RESPONSE:

Blank cells indicate that no failures (0 percent) were attributed to the specified delay for the given District, service standard, and time period.

**Percentage of First-Class Mail Single-Piece
Letters/Postcards with Origin Processing Delay**

Area/District	Service Standard	2		3 to 5	
	Fiscal Year	16		16	
	Quarter	Q3	Q4	Q3	Q4
Capital Metro	Atlanta	0.04%	0.25%	1.88%	1.38%
	Baltimore	0.18%	0.37%	2.13%	1.80%
	Capital	0.04%	0.34%	1.13%	1.57%
	Greater South Carolina	0.11%	0.07%	0.61%	0.82%
	Greensboro	0.06%	0.09%	0.93%	1.16%
	Mid-Carolinas	0.08%	0.15%	1.24%	1.23%
	Northern Virginia	0.09%	0.65%	0.73%	0.84%
	Richmond	0.13%	0.07%	1.30%	0.15%
Eastern	Appalachian	0.42%		1.31%	1.04%
	Central Pennsylvania	0.19%	0.03%	1.17%	0.07%
	Kentuckiana	0.04%	0.07%	0.22%	0.26%
	Northern Ohio	0.29%	0.15%	1.26%	1.84%
	Ohio Valley	0.13%	0.10%	0.69%	0.61%
	Philadelphia Metro		0.07%	0.19%	0.37%
	South Jersey	0.22%	0.04%	0.39%	0.17%
	Tennessee		0.08%	0.55%	0.45%
	Western New York	0.04%	0.18%	0.40%	0.76%
	Western Pennsylvania	0.14%	0.04%	0.84%	0.42%
Great Lakes	Central Illinois	0.06%	0.09%	1.12%	0.78%
	Chicago	0.19%		1.46%	1.83%
	Detroit	0.31%	0.95%	4.12%	6.34%
	Gateway	0.06%	0.18%	2.12%	1.67%
	Greater Indiana	0.14%	0.07%	1.30%	1.38%
	Greater Michigan	0.12%	0.20%	0.86%	1.15%
	Lakeland	0.12%	0.41%	1.06%	1.63%

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Area/District	Service Standard	2		3 to 5	
	Fiscal Year	16		16	
	Quarter	Q3	Q4	Q3	Q4
Northeast	Albany	0.06%	0.12%	1.50%	2.09%
	Caribbean			0.40%	
	Connecticut Valley	0.07%	0.31%	1.93%	1.55%
	Greater Boston	0.10%	0.25%	2.43%	2.28%
	Long Island	0.07%	0.23%	0.32%	1.41%
	New York	0.19%	0.25%	1.44%	1.28%
	Northern New England	0.15%	0.12%	0.31%	0.50%
	Northern New Jersey	0.44%	0.21%	1.05%	0.83%
	Triboro	0.48%	0.30%	2.34%	2.61%
	Westchester	1.07%	0.37%	1.34%	3.23%
Pacific	Bay-Valley	0.07%	0.34%	1.36%	0.81%
	Honolulu			3.17%	0.69%
	Los Angeles	0.26%	0.23%	2.25%	1.52%
	Sacramento	0.06%	0.25%	0.29%	0.67%
	San Diego	0.12%	0.44%	0.26%	1.56%
	San Francisco		0.38%	0.52%	1.09%
	Santa Ana		0.05%	1.33%	1.64%
	Sierra Coastal	0.23%	0.44%	0.65%	1.35%
Southern	Alabama	0.08%	0.19%	0.64%	1.10%
	Arkansas		0.06%	0.45%	0.22%
	Dallas	0.03%	0.45%	0.78%	1.35%
	Fort Worth	0.05%	0.23%	1.30%	1.21%
	Gulf Atlantic	0.05%	0.08%	1.51%	1.28%
	Houston	0.42%		2.40%	0.63%
	Louisiana	0.03%	0.24%	1.13%	1.75%
	Mississippi	0.04%		1.16%	0.71%
	Oklahoma	0.07%	0.11%	0.15%	0.87%
	Rio Grande	0.17%	0.10%	0.81%	0.43%
	South Florida		0.15%	1.03%	1.03%
	Suncoast	0.11%	0.07%	0.83%	1.16%
Western	Alaska			0.39%	0.40%
	Arizona	0.06%	0.06%	1.04%	0.78%
	Central Plains	0.03%	0.03%	1.88%	1.12%
	Colorado/Wyoming	0.04%		7.51%	1.87%
	Dakotas	0.09%	0.11%	1.23%	1.02%
	Hawkeye	0.06%	0.20%	0.75%	0.97%
	Mid-America	0.12%	0.24%	2.77%	5.18%
	Nevada-Sierra		0.04%	0.84%	0.39%
	Northland	0.27%	0.10%	1.69%	1.08%
	Portland	0.30%	0.07%	1.06%	0.84%
	Salt Lake City	0.04%		2.10%	1.29%
	Seattle	0.04%	0.03%	1.72%	0.87%

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8. The Postal Service reports the air carrier capacity requested, air carrier capacity received, and air capacity gap for FY 2015 calculated using daily cubic feet volume, disaggregated by fiscal quarter.³ Please provide this information for FY 2016, disaggregated by fiscal quarter. The response may use the format used in the Responses to CHIR No. 2, question 19.b.

RESPONSE:

	Air Carrier Capacity Request	Air Carrier Capacity Received	Air Capacity Gap
FY16 Q1	212,101,336	193,238,920	18,862,416
FY16 Q2	250,606,772	230,048,715	20,558,057
FY16 Q3	212,352,972	198,815,088	13,537,884
FY16 Q4	196,863,674	195,992,958	870,716

Data is calculated from average daily cubic feet volume

³ Docket No. ACR2015, Responses of the United States Postal Service to Chairman's Information Request No. 2, question 19.b, January 19, 2016 (Responses to CHIR No. 2).

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9. The Postal Service states that it “developed a shortfall report to compare the available air capacity by product type against the anticipated volume by transportation lane determined by modeling . . . [, which] identifies any (zero threshold) gap in the capacity on a daily basis.” Response to CHIR No. 22, question 10.a. Please provide the shortfall reports for FY 2015 and FY 2016.

RESPONSE:

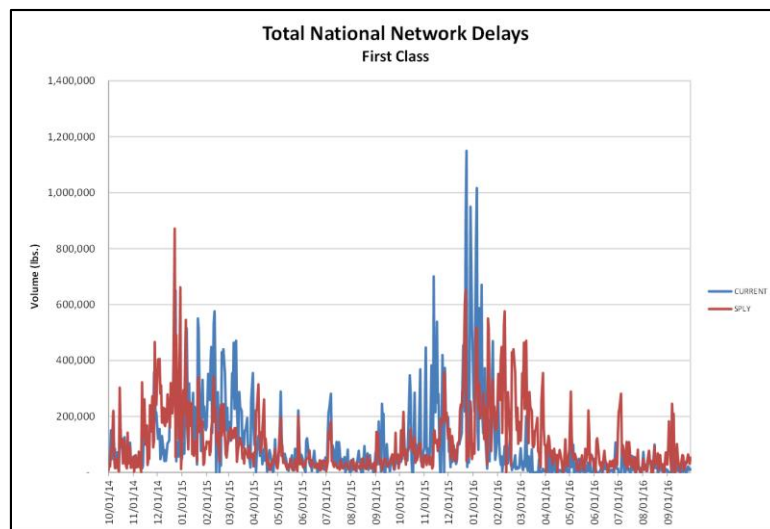
The daily shortfall reports for available dates in FY 2015 and FY 2016 are provided in non-public folder USPS-FY16-NP30, filed under seal.

RESPONSES OF THE UNITED STATES POSTAL SERVICE TO CHAIRMAN'S INFORMATION REQUEST NO. 1

10. The Postal Service provides a report of total national network delays comparing the volume of First-Class Mail delayed weekly from October 1, 2015, through May 12, 2016, to the volume of First-Class Mail delayed at the same time during the previous year. Service Response at 15.
- Please provide this information, including the comparison to the prior year's results) for October 1, 2014, through September 30, 2016. The response may use the format used in Figure 9. *Id.*
 - Please disaggregate the response to question 10.a. by Area.

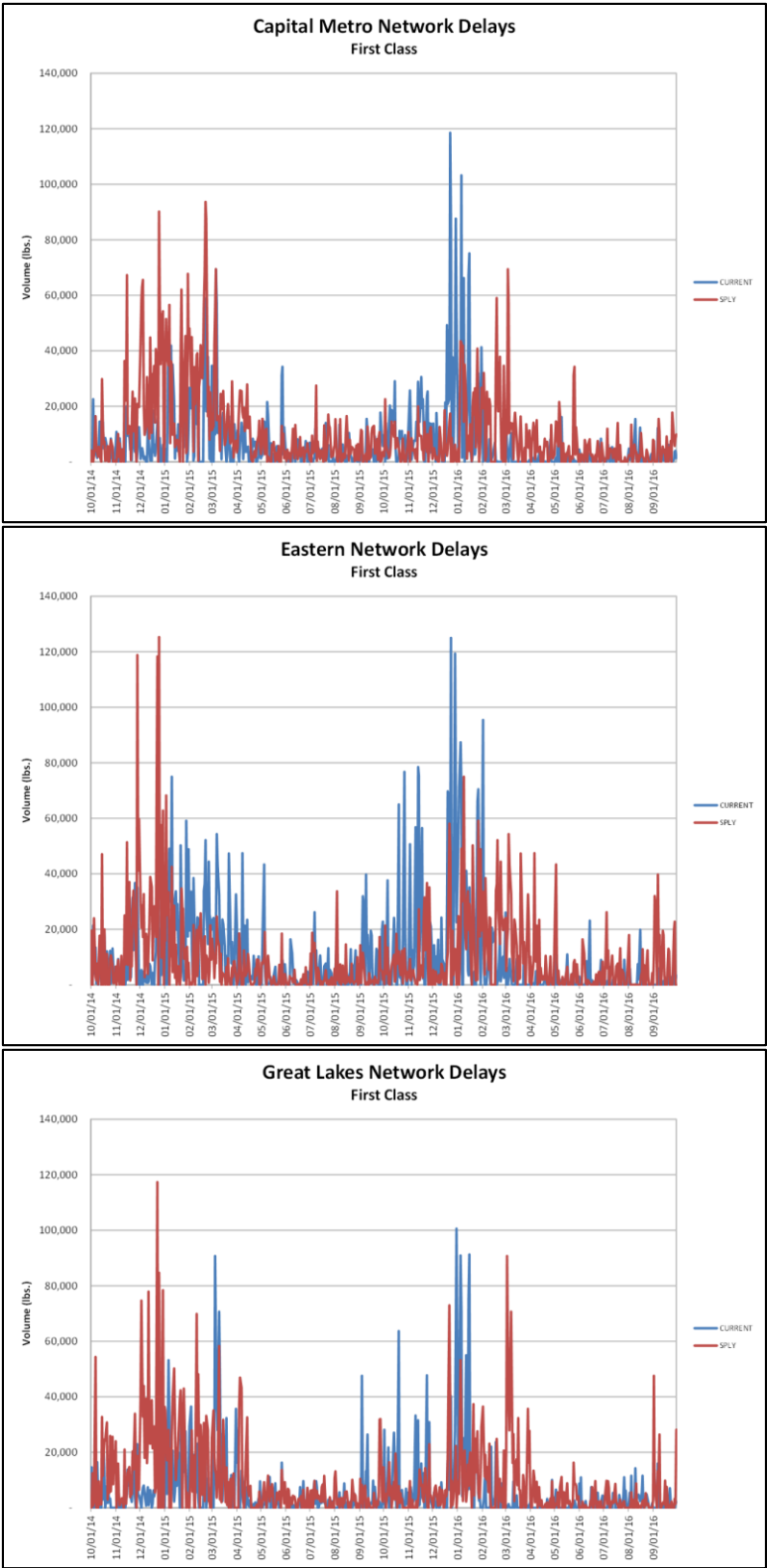
RESPONSE:

- The following chart depicts the total national network delays for First-Class Mail in FY 2015 and FY 2016:

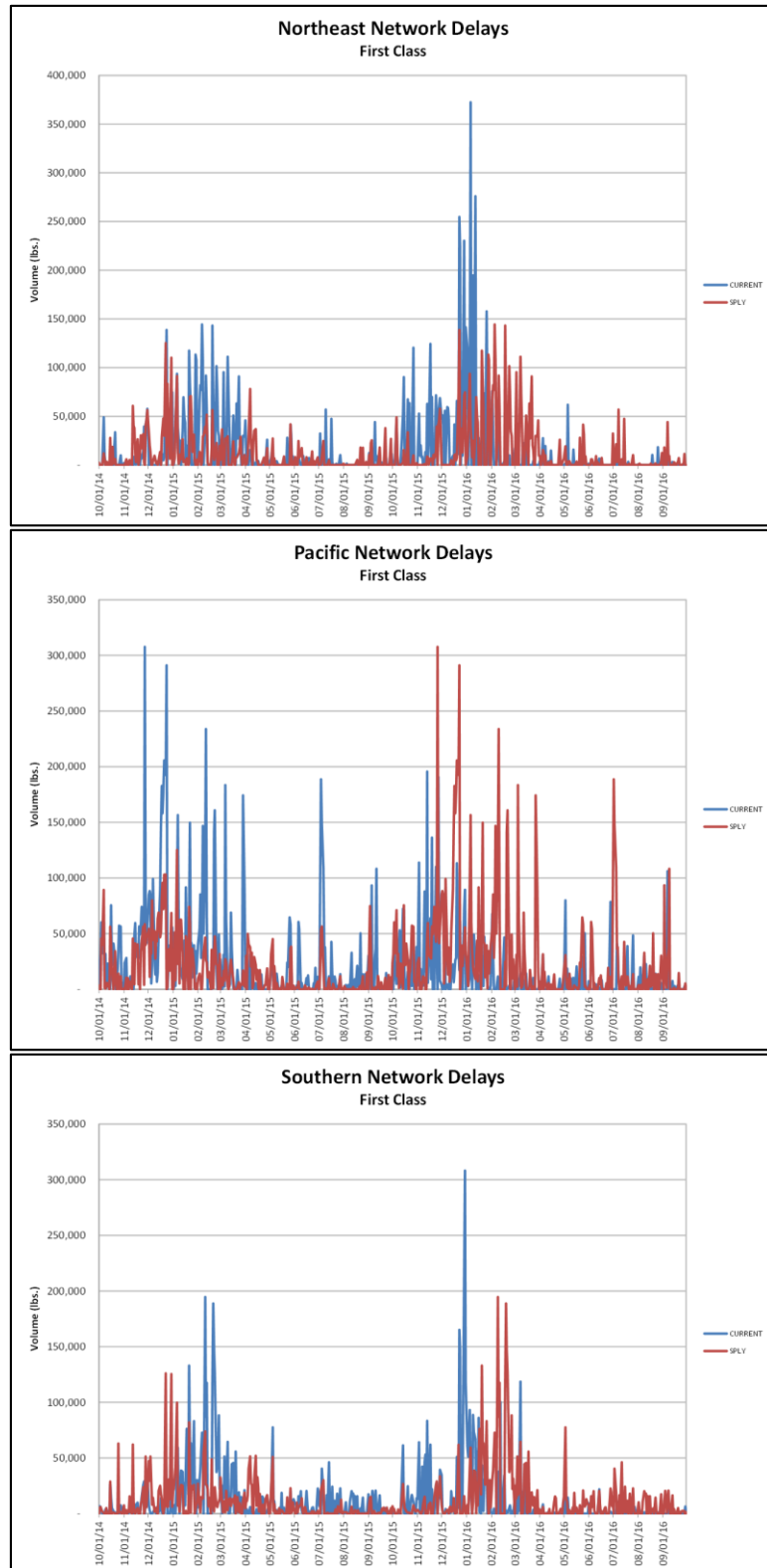


- The following charts depict the national network delays, by Area, for First-Class Mail in FY 2015 and FY 2016:

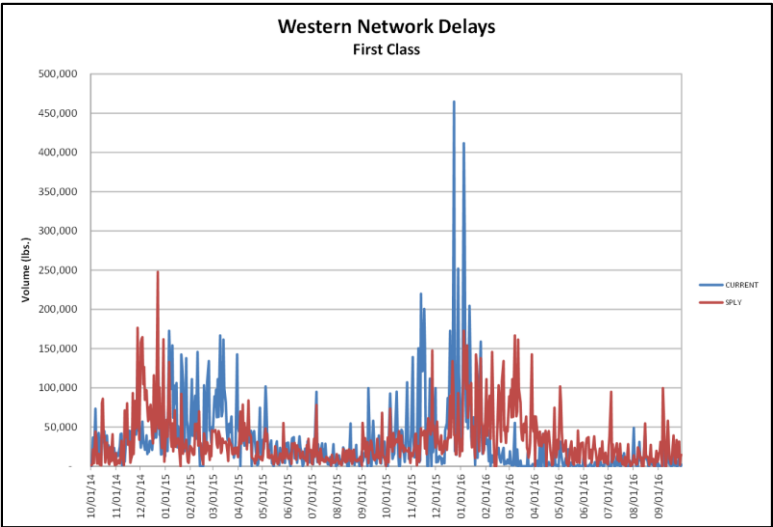
RESPONSES OF THE UNITED STATES POSTAL SERVICE
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11. With respect to First-Class Mail Single-Piece Letters/Postcards subject to the 3-5-day service standard, please state the percentage of First-Class Mail Single-Piece Letters/Postcards subject to the 3-5-day service standard that traveled by air and surface transit during each quarter of FY 2015 and FY 2016. The responsive percentages may be inserted into the following chart:

Percentage of Air and Ground Transportation First-Class Mail Single-Piece Letters/Postcards								
Fiscal Year	FY 2015				FY 2016			
Quarter	1	2	3	4	1	2	3	4
Air								
Ground								

RESPONSE:

The following chart contains estimates of the First-Class Mail Single-Piece Letters/Postcards subject to the 3-5 day service standard that traveled by air and surface during each quarter in FY 2015 and FY 2016:

Percentage of Air and Ground Transportation First-Class Mail Single-Piece 3-5-Day Letters/Postcards								
Fiscal Year	FY 2015				FY 2016			
Quarter	1	2	3	4	1	2	3	4
Air	36.97	36.05	36.05	35.08	35.05	34.13	34.45	34.06
Ground	63.03	63.95	63.95	64.92	64.95	65.87	65.55	65.94

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- 12.** The Postal Service describes a “rapidly expanding” pilot project to use “barcode scanning technology to identify the actual tender and retrieval of mail products from the air carrier locations.” Service Response at 10. Please detail the status and state the estimated timeframe to complete nationwide implementation of this pilot project.

RESPONSE:

Barcode scanning at air carrier locations is a National initiative that was implemented effective November 21, 2016. This initiative enables visibility into pickup/delivery of mail at air carrier locations that are serviced by Postal Service Vehicle Service operators.

RESPONSES OF THE UNITED STATES POSTAL SERVICE TO CHAIRMAN'S INFORMATION REQUEST NO. 1

- 13.** Please provide the number of critically late highway trips, defined by the Postal Service to be “[a]ny highway contract route (HCR) that is late more than four hours” during FY 2015 and FY 2016, disaggregated by fiscal quarter and District. Responses to CHIR No. 22, question 12.b.i. The responses may use a chart format similar to the format used in Appendices A through D (or a more practicable alternative). Service Response at 26-31.

RESPONSE:

Critical Late HCR Trips

Area/District	Fiscal Year Quarter	2015				2016			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Capital Metro	Atlanta	844	800	482	249	327	199	260	298
	Baltimore	82	126	61	92	242	286	176	95
	Capital	356	306	164	159	642	303	297	236
	Greater So Carolina	66	71	160	100	145	105	235	237
	Greensboro	434	508	229	178	410	326	215	192
	Mid-Carolinas	129	112	72	50	266	129	196	267
	Northern Virginia	46	53	32	26	127	98	54	50
	Richmond	188	195	90	32	182	48	52	84
Eastern	Appalachian	78	127	16	30	123	70	28	27
	Central Pennsylvania	106	142	82	53	154	81	101	112
	Cincinnati	292	220	133	205	403	207	273	329
	Kentuckiana	198	159	55	115	214	96	74	90
	Northern Ohio	96	139	61	56	140	46	46	65
	Philadelphia Metro	454	194	139	145	300	117	84	91
	South Jersey	29	90	56	45	46	70	44	94
	Tennessee	276	469	274	176	673	199	129	170
	Western New York	163	114	47	51	302	40	35	42
	Western Pennsylvania	792	703	567	516	930	771	633	375
Great Lakes	Central Illinois	58	207	186	97	172	100	75	114
	Chicago	170	147	69	42	123	52	19	19
	Detroit	38	55	32	47	62	56	73	50
	Gateway	128	232	143	128	132	72	53	38
	Greater Indiana	266	323	291	347	599	292	255	186
	Greater Michigan	71	79	126	90	104	43	77	44
	Lakeland	691	617	265	212	801	438	355	432
	Southeast Michigan	310	504	119	174	522	91	97	122
Northeast	Albany	23	45	8	14	23	11	24	13
	Caribbean	100	13	12	24	70	99	46	0
	Connecticut Valley	288	382	149	287	290	170	162	109
	Greater Boston	221	61	21	25	387	16	74	73
	Long Island	85	73	14	19	59	22	23	45
	New York	181	35	11	12	419	38	20	32
	Northern New England	95	101	33	24	126	26	44	39
	Northern New Jersey	665	726	407	360	555	251	344	441
	Triboro	18	29	52	34	70	37	33	61
	Westchester	32	20	8	6	23	22	14	27

**RESPONSES OF THE UNITED STATES POSTAL SERVICE
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Area/District	Fiscal Year Quarter	2015				2016			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Pacific	Bay-Valley	70	45	44	39	108	52	42	69
	Honolulu	7	1	8	1	4		2	5
	Los Angeles	245	123	39	68	165	77	151	155
	Sacramento	114	45	25	28	168	48	47	65
	San Diego	50	7	12	25	114	56	55	93
	San Francisco	123	50	50	39	95	32	37	49
	Santa Ana	190	19	23	10	440	92	80	124
	Sierra Coastal	54	135	66	102	119	41	116	139
Southern	Alabama	164	72	51	29	343	70	87	107
	Arkansas	61	42	9	7	42	23	29	26
	Dallas	392	662	174	83	584	133	88	81
	Fort Worth	51	118	43	40	76	30	47	79
	Gulf Atlantic	475	272	121	139	501	147	171	180
	Houston	176	311	368	171	181	40	214	336
	Louisiana	61	38	67	26	74	45	41	56
	Mississippi	63	69	74	25	55	27	54	37
	Oklahoma	111	125	87	96	229	133	105	96
	Rio Grande	133	105	79	40	213	50	88	83
	South Florida	915	712	417	340	1282	292	385	416
	Suncoast	319	154	130	65	405	219	192	119
Western	Alaska	10	4	1	2	15	2	11	
	Arizona	93	43	16	15	145	48	71	144
	Central Plains	112	97	40	27	125	117	91	46
	Colorado/Wyoming	379	265	159	83	707	429	183	166
	Dakotas	115	71	87	104	244	97	23	18
	Hawkeye	273	231	64	51	261	125	69	47
	Mid-America	196	198	116	112	304	119	90	159
	Nevada-Sierra	51	7	2	4	71	35	19	38
	Northland	134	142	178	78	200	108	147	138
	Portland	100	37	44	96	162	41	147	208
	Salt Lake City	272	66	29	20	343	129	75	74
	Seattle	265	84	44	57	320	99	63	93

**RESPONSES OF THE UNITED STATES POSTAL SERVICE
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- 14.** The Postal Service states “[a]lready being developed for release by the end of FY 2016, the new SVWeb will replace TIMES.” Service Response at 13. Please confirm that SVWeb was released in FY 2016. If not confirmed, please state when SVWeb is expected to be released.

RESPONSE:

Confirmed; SVWeb replaced TIMES on September 30, 2016.

**RESPONSES OF THE UNITED STATES POSTAL SERVICE
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- 15.** The Postal Service provides the percentage of pieces with AADC/ADC processing delays through FY 2016, Quarter 2, disaggregated by District and service standard, as well as separate tables specific to air and ground transportation. Service Response at 28-30. Please provide the national percentage of pieces with AADC/ADC processing delays for FY 2016, Quarters 3 and 4, disaggregated by service standard, as well as specific to air and ground transportation. The response may use the format used in Appendix C. *Id.*

RESPONSE:

Blank cells indicate that no failures (0 percent) were attributed to the specified delay for the given District, service standard, and time period.

**RESPONSES OF THE UNITED STATES POSTAL SERVICE
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**Percentage of First-Class Mail Single-Piece Letters/Postcards
with AADC/ADC Processing Delay**

Area/District	Service Standard	2		3 to 5	
	Fiscal Year	16		16	
	Quarter	Q3	Q4	Q3	Q4
Capital Metro	Atlanta	0.44%	0.65%	5.11%	3.47%
	Baltimore	0.33%	0.29%	6.22%	4.48%
	Capital	0.79%	0.47%	7.61%	7.70%
	Greater South Carolina	0.29%	0.11%	5.02%	3.27%
	Greensboro	0.29%	0.46%	4.42%	4.69%
	Mid-Carolinas	0.04%	0.18%	2.49%	3.75%
	Northern Virginia	0.79%	0.50%	6.21%	4.40%
	Richmond	0.29%	0.29%	3.90%	4.07%
Eastern	Appalachian	0.33%	0.24%	3.89%	4.06%
	Central Pennsylvania	0.60%	0.32%	3.87%	4.52%
	Kentuckiana	0.24%	0.47%	5.47%	4.10%
	Northern Ohio	0.36%	0.28%	3.85%	4.92%
	Ohio Valley	0.64%	0.22%	5.20%	5.65%
	Philadelphia Metro	0.58%	0.54%	4.79%	3.99%
	South Jersey	0.55%	0.40%	3.54%	3.30%
	Tennessee	0.14%	0.28%	5.14%	5.49%
	Western New York	0.11%	0.22%	4.87%	4.05%
	Western Pennsylvania	0.14%	0.18%	3.57%	2.60%
Great Lakes	Central Illinois	0.58%	0.44%	7.01%	6.78%
	Chicago	0.47%	0.58%	8.49%	6.33%
	Detroit	0.50%	1.01%	6.43%	8.70%
	Gateway	0.29%	0.32%	5.64%	4.88%
	Greater Indiana	0.36%	0.35%	5.42%	5.10%
	Greater Michigan	0.39%	0.15%	6.64%	6.10%
	Lakeland	0.07%	0.32%	3.87%	5.39%

**RESPONSES OF THE UNITED STATES POSTAL SERVICE
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Area/District	Service Standard	2		3 to 5	
	Fiscal Year	16		16	
	Quarter	Q3	Q4	Q3	Q4
Northeast	Albany	0.61%	0.71%	6.61%	6.04%
	Caribbean			18.60%	18.56%
	Connecticut Valley	0.65%	0.62%	5.13%	5.43%
	Greater Boston	0.61%	0.73%	3.87%	4.94%
	Long Island	0.36%	0.68%	7.64%	7.18%
	New York	0.36%	1.10%	8.01%	8.77%
	Northern New England	0.11%	0.38%	3.22%	3.70%
	Northern New Jersey	0.47%	0.32%	4.00%	5.27%
	Triboro	0.77%	0.78%	8.47%	8.95%
	Westchester	0.72%	1.89%	7.20%	8.55%
Pacific	Bay-Valley	0.47%	0.04%	4.47%	2.71%
	Honolulu			5.37%	4.97%
	Los Angeles	0.43%	0.28%	3.89%	4.88%
	Sacramento	0.14%	0.07%	3.45%	3.13%
	San Diego	0.29%	0.21%	3.58%	2.89%
	San Francisco	0.11%	0.04%	5.63%	3.86%
	Santa Ana	0.25%	0.28%	4.07%	3.36%
	Sierra Coastal	0.11%	0.18%	3.59%	3.60%
Southern	Alabama	0.41%	0.38%	5.89%	4.98%
	Arkansas	0.19%	0.36%	6.55%	5.61%
	Dallas	0.32%	0.21%	6.77%	4.90%
	Fort Worth	0.32%	0.32%	4.19%	2.96%
	Gulf Atlantic	0.48%	0.30%	4.21%	4.86%
	Houston	0.07%	0.14%	5.81%	3.79%
	Louisiana	0.08%	0.14%	4.63%	4.52%
	Mississippi	0.25%	0.07%	4.77%	6.01%
	Oklahoma	0.14%	0.07%	3.57%	3.92%
	Rio Grande	0.33%	0.46%	5.62%	4.45%
	South Florida	0.18%	0.07%	5.14%	4.86%
	Suncoast	0.33%	0.36%	4.48%	4.51%
Western	Alaska	0.07%	0.07%	2.21%	1.45%
	Arizona	0.27%		4.64%	4.37%
	Central Plains	0.07%	0.14%	4.06%	4.14%
	Colorado/Wyoming	0.18%	0.07%	6.39%	4.15%
	Dakotas	0.55%	0.83%	6.99%	7.08%
	Hawkeye	0.58%	0.48%	5.96%	6.14%
	Mid-America	0.61%	0.83%	6.43%	6.57%
	Nevada-Sierra	0.36%	0.18%	2.17%	1.73%
	Northland	0.53%	0.14%	8.82%	5.12%
	Portland	0.51%	0.14%	3.02%	2.37%
	Salt Lake City		0.04%	5.07%	2.98%
	Seattle	0.29%	0.35%	5.55%	6.13%

**RESPONSES OF THE UNITED STATES POSTAL SERVICE
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Percentage of Air Transportation First-Class Mail
Single-Piece Letters/Postcards with AADC/ADC
Processing Delay

Area/District	Service Standard	3 to 5	
	Fiscal Year	16	
	Quarter	Q3	Q4
Capital Metro	Atlanta	16.05%	9.41%
	Baltimore	11.98%	9.42%
	Capital	12.02%	11.90%
	Greater South Carolina	9.09%	7.35%
	Greensboro	7.52%	9.79%
	Mid-Carolinas	7.23%	11.87%
	Northern Virginia	8.68%	5.78%
	Richmond	4.10%	7.46%
Eastern	Appalachian	7.89%	9.32%
	Central Pennsylvania	5.07%	7.91%
	Kentuckiana	7.72%	9.06%
	Northern Ohio	8.28%	10.23%
	Ohio Valley	11.71%	11.47%
	Philadelphia Metro	8.25%	6.63%
	South Jersey	6.09%	4.61%
	Tennessee	7.25%	8.61%
	Western New York	10.20%	5.27%
	Western Pennsylvania	9.38%	7.49%
Great Lakes	Central Illinois	8.39%	8.86%
	Chicago	13.14%	6.37%
	Detroit	7.81%	11.54%
	Gateway	10.73%	10.97%
	Greater Indiana	12.36%	11.58%
	Greater Michigan	9.25%	8.40%
	Lakeland	6.46%	9.19%
Northeast	Albany	9.64%	7.41%
	Caribbean	18.60%	18.56%
	Connecticut Valley	6.22%	7.28%
	Greater Boston	4.93%	6.81%
	Long Island	11.20%	10.20%
	New York	11.68%	11.52%
	Northern New England	4.41%	6.14%
	Northern New Jersey	5.28%	6.97%
	Triboro	12.13%	12.96%
	Westchester	10.13%	11.15%

**RESPONSES OF THE UNITED STATES POSTAL SERVICE
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Area/District	Service Standard	3 to 5	
	Fiscal Year	16	
	Quarter	Q3	Q4
Pacific	Bay-Valley	6.41%	3.90%
	Honolulu	5.37%	4.97%
	Los Angeles	4.57%	6.27%
	Sacramento	5.42%	4.52%
	San Diego	4.68%	4.17%
	San Francisco	7.75%	5.89%
	Santa Ana	5.02%	4.26%
	Sierra Coastal	5.34%	5.32%
Southern	Alabama	13.50%	10.61%
	Arkansas	12.72%	10.05%
	Dallas	13.19%	9.13%
	Fort Worth	5.43%	4.81%
	Gulf Atlantic	8.02%	8.77%
	Houston	5.89%	3.88%
	Louisiana	9.45%	8.45%
	Mississippi	6.73%	9.88%
	Oklahoma	6.10%	6.67%
	Rio Grande	7.22%	5.97%
	South Florida	6.25%	6.28%
	Suncoast	5.97%	8.57%
Western	Alaska	2.48%	1.60%
	Arizona	4.38%	3.82%
	Central Plains	6.01%	6.72%
	Colorado/Wyoming	6.13%	4.14%
	Dakotas	8.92%	8.30%
	Hawkeye	10.91%	10.22%
	Mid-America	9.38%	7.62%
	Nevada-Sierra	2.74%	1.89%
	Northland	10.92%	7.28%
	Portland	3.39%	3.23%
	Salt Lake City	6.08%	4.14%
	Seattle	5.07%	6.79%

**RESPONSES OF THE UNITED STATES POSTAL SERVICE
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Percentage of Ground Transportation First-Class
Mail Single-Piece Letters/Postcards with
AADC/ADC Processing Delay

Area/District	Service Standard	3 to 5	
	Fiscal Year	16	
	Quarter	Q3	Q4
Capital Metro	Atlanta	2.91%	2.26%
	Baltimore	3.54%	2.23%
	Capital	4.92%	5.14%
	Greater South Carolina	3.95%	2.16%
	Greensboro	3.55%	3.32%
	Mid-Carolinas	1.72%	2.43%
	Northern Virginia	4.68%	3.52%
	Richmond	3.84%	2.96%
Eastern	Appalachian	3.11%	3.02%
	Central Pennsylvania	3.42%	3.19%
	Kentuckiana	5.02%	3.06%
	Northern Ohio	2.66%	3.38%
	Ohio Valley	3.83%	4.27%
	Philadelphia Metro	3.25%	2.89%
	South Jersey	2.41%	2.72%
	Tennessee	4.64%	4.74%
	Western New York	2.43%	3.53%
	Western Pennsylvania	2.18%	1.41%
Great Lakes	Central Illinois	6.53%	6.13%
	Chicago	6.99%	6.32%
	Detroit	5.69%	7.15%
	Gateway	4.46%	3.50%
	Greater Indiana	3.25%	3.11%
	Greater Michigan	5.66%	5.11%
	Lakeland	2.99%	4.11%
Northeast	Albany	4.66%	5.14%
	Caribbean		
	Connecticut Valley	4.08%	3.69%
	Greater Boston	2.85%	3.13%
	Long Island	4.22%	4.10%
	New York	4.27%	6.01%
	Northern New England	2.01%	1.45%
	Northern New Jersey	3.15%	4.08%
	Triboro	4.84%	5.30%
	Westchester	4.83%	6.44%

**RESPONSES OF THE UNITED STATES POSTAL SERVICE
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Area/District	Service Standard	3 to 5	
	Fiscal Year	16	
	Quarter	Q3	Q4
Pacific	Bay-Valley	1.89%	1.24%
	Honolulu		
	Los Angeles	2.64%	2.36%
	Sacramento	1.43%	1.74%
	San Diego	1.97%	1.03%
	San Francisco	2.89%	1.42%
	Santa Ana	2.50%	1.83%
	Sierra Coastal	1.22%	1.20%
Southern	Alabama	4.24%	3.66%
	Arkansas	4.57%	4.12%
	Dallas	2.15%	1.63%
	Fort Worth	3.30%	1.69%
	Gulf Atlantic	3.11%	3.79%
	Houston	5.73%	3.71%
	Louisiana	2.64%	2.89%
	Mississippi	4.20%	4.82%
	Oklahoma	2.17%	2.36%
	Rio Grande	3.98%	2.80%
	South Florida	3.17%	2.49%
	Suncoast	3.65%	2.39%
Western	Alaska		
	Arizona	5.08%	5.28%
	Central Plains	2.96%	2.72%
	Colorado/Wyoming	6.71%	4.16%
	Dakotas	4.36%	5.41%
	Hawkeye	3.59%	4.28%
	Mid-America	5.35%	6.19%
	Nevada-Sierra	1.38%	1.53%
	Northland	7.92%	4.25%
	Portland	2.43%	1.01%
	Salt Lake City	4.18%	1.95%
	Seattle	6.26%	5.05%

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- 16.** The Postal Service reports on its initiative to advance processing of local Single-Piece First-Class Mail, when possible, for delivery the following day “[s]o far, over 11 percent of the 2-day mail and 5 percent of the 3-5-day mail is being processed in a manner that enhances the opportunity for delivery before the date implied by the applicable service standard.” Service Response at 13. Please provide updated end-of-FY 2016 measurements for this initiative.

RESPONSE:

The Mail Handling Tracking System (MHTS) is used to determine how much mail was (1) advanced, (2) on-time, (3) processed late (after 15:00) on the day before delivery, or (4) processed after 05:00 on the day of delivery (“Dead on Arrival”). Because MHTS does not maintain historical data beyond the preceding three weeks, the Postal Service is unable to provide the requested data for FY 2016.

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17. The Postal Service states that it tracks whether processing facilities have First-Class Mail Single-Piece Letters/Postcards subject to the 3-5-day service standard that was processed after 15:00 hours on day before delivery ("Late") or after 05:00 hours on day of delivery ("DOA"). Service Response at 17.

- a. Please identify the 10 facilities with the highest volume of First-Class Mail Single-Piece Letters/Postcards subject to the 3-5-day service standard that was Late during FY 2016. Please also provide the corresponding volume of First-Class Mail Single-Piece Letters/Postcards subject to the 3-5-day service standard that was Late during FY 2015. The responses may be inserted into the following chart:

Facilities with the Highest Volume of 3-5-Day First-Class Mail Single-Piece Letters/Postcards Processed After 15:00 Hours on the Day Before Delivery ("Late")			
Facility	Corresponding District	FY 2016 Volume	Corresponding FY 2015 Volume
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			

- b. Please identify the 10 facilities with the highest percentage of First-Class Mail Single-Piece Letters/Postcards subject to the 3-5-day service standard that was Late during FY 2016. Please also provide the corresponding percentage of First-Class Mail Single-Piece Letters/Postcards subject to the 3-5-day service standard that was Late during FY 2015. The responses may be inserted into the following chart:

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Facilities with the Highest Percentage of 3-5-Day First-Class Mail Single-Piece Letters/Postcards Processed After 15:00 Hours on the Day Before Delivery ("Late")			
Facility	Corresponding District	FY 2016 Percentage	Corresponding FY 2015 Percentage
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			

- c. Please identify the 10 facilities with the highest volume of First-Class Mail Single-Piece Letters/Postcards subject to the 3-5-day service standard that was DOA during FY 2016. Please also provide the corresponding volume of First-Class Mail Single-Piece Letters/Postcards subject to the 3-5-day service standard that was DOA during FY 2015. The responses may be inserted into the following chart:

Facilities with the Highest Volume of 3-5-Day First-Class Mail Single-Piece Letters/Postcards Processed After 05:00 Hours on the Day of Delivery ("DOA")			
Facility	Corresponding District	FY 2016 Volume	Corresponding FY 2015 Volume
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			

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- d. Please identify the 10 facilities with the highest percentage of First-Class Mail Single-Piece Letters/Postcards subject to the 3-5-day service standard that was DOA during FY 2016. Please also provide the corresponding percentage of First-Class Mail Single-Piece Letters/Postcards subject to the 3-5-day service standard that was DOA during FY 2015. The responses may be inserted into the following chart:

Facilities with the Highest Percentage of 3-5-Day First-Class Mail Single-Piece Letters/Postcards Processed After 05:00 Hours on the Day of Delivery ("DOA")			
Facility	Corresponding District	FY 2016 Percentage	Corresponding FY 2015 Percentage
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			

- e. Please identify the 10 facilities with the highest volume of First-Class Mail Single-Piece Letters/Postcards subject to the 3-5-day service standard that was both Late *and* DOA during FY 2016. Please also provide the corresponding volume of First-Class Mail Single-Piece Letters/Postcards subject to the 3-5-day service standard that was both Late *and* DOA during FY 2015. The responses may be inserted into the following chart:

Facilities with the Highest Volume of 3-5-Day First-Class Mail Single-Piece Letters/Postcards Processed After 15:00 Hours on the Day Before Delivery ("Late") <i>and</i> Processed After 05:00 Hours on the Day of Delivery ("DOA")			
Facility	Corresponding District	FY 2016 Volume	Corresponding FY 2015 Volume
1.			
2.			

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3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			

- f. Please identify the 10 facilities with the highest percentage of First-Class Mail Single-Piece Letters/Postcards subject to the 3-5-day service standard that was both Late *and* DOA during FY 2016. Please also provide the corresponding percentage of First-Class Mail Single-Piece Letters/Postcards subject to the 3-5-day service standard that was both Late *and* DOA during FY 2015. The responses may be inserted into the following chart:

Facilities with the Highest Percentage of 3-5-Day First-Class Mail Single-Piece Letters/Postcards Processed After 15:00 Hours on the Day Before Delivery ("Late") <i>and</i> Processed After 05:00 Hours on the Day of Delivery ("DOA")			
Facility	Corresponding District	FY 2016 Percentage	Corresponding FY 2015 Percentage
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			

RESPONSE:

- a. MHTS is used to determine how much mail was (1) advanced, (2) on-time, (3) processed late (after 15:00) on the day before delivery, or (4)

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processed after 05:00 on the day of delivery ("Dead on Arrival"). Because MHTS does not maintain historical data beyond the preceding three weeks, the Postal Service is unable to provide the requested data for FY 2015 and FY 2016.

- b. MHTS is used to determine how much mail was (1) advanced, (2) on-time, (3) processed late (after 15:00) on the day before delivery, or (4) processed after 05:00 on the day of delivery ("Dead on Arrival"). Because MHTS does not maintain historical data beyond the preceding three weeks, the Postal Service is unable to provide the requested data for FY 2015 and FY 2016.
- c. MHTS is used to determine how much mail was (1) advanced, (2) on-time, (3) processed late (after 15:00) on the day before delivery, or (4) processed after 05:00 on the day of delivery ("Dead on Arrival"). Because MHTS does not maintain historical data beyond the preceding three weeks, the Postal Service is unable to provide the requested data for FY 2015 and FY 2016.
- d. MHTS is used to determine how much mail was (1) advanced, (2) on-time, (3) processed late (after 15:00) on the day before delivery, or (4) processed after 05:00 on the day of delivery ("Dead on Arrival"). Because MHTS does not maintain historical data beyond the preceding three

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weeks, the Postal Service is unable to provide the requested data for FY 2015 and FY 2016.

- e. MHTS is used to determine how much mail was (1) advanced, (2) on-time, (3) processed late (after 15:00) on the day before delivery, or (4) processed after 05:00 on the day of delivery ("Dead on Arrival"). Because MHTS does not maintain historical data beyond the preceding three weeks, the Postal Service is unable to provide the requested data for FY 2015 and FY 2016.
- f. MHTS is used to determine how much mail was (1) advanced, (2) on-time, (3) processed late (after 15:00) on the day before delivery, or (4) processed after 05:00 on the day of delivery ("Dead on Arrival"). Because MHTS does not maintain historical data beyond the preceding three weeks, the Postal Service is unable to provide the requested data for FY 2015 and FY 2016.

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- 18.** The Postal Service provides the percentage of EXFC First-Class Mail Single-Piece Letters/Postcards that have already missed service standard by Last Processing Operation through FY 2016, Quarter 2, disaggregated by District and service standard. Service Response at 31. Please provide this information for FY 2016, Quarters 3 and 4. The response may use the format used in Appendix D. *Id.*

RESPONSE:

**Percentage of First-Class Mail Single-Piece Letters/Postcards that
Already Missed Service Standard by Last Processing Operation**

Area/District	Service Standard	2		3 to 5	
	Fiscal Year	16		16	
	Quarter	Q3	Q4	Q3	Q4
Capital Metro	Atlanta	1.84%	1.48%	2.80%	2.13%
	Baltimore	0.58%	0.85%	3.62%	2.33%
	Capital	1.63%	1.33%	3.79%	2.91%
	Greater South Carolina	0.76%	0.70%	2.68%	2.81%
	Greensboro	1.65%	0.82%	4.43%	3.46%
	Mid-Carolinas	0.71%	1.14%	2.31%	2.29%
	Northern Virginia	0.86%	1.31%	2.64%	2.23%
	Richmond	0.63%	0.58%	2.80%	2.49%
Eastern	Appalachian	0.83%	0.89%	2.06%	2.28%
	Central Pennsylvania	0.73%	0.66%	3.32%	2.41%
	Kentuckiana	0.98%	0.98%	3.14%	2.57%
	Northern Ohio	1.54%	1.31%	3.76%	3.11%
	Ohio Valley	1.27%	1.30%	2.47%	2.54%
	Philadelphia Metro	0.90%	0.79%	2.39%	2.66%
	South Jersey	1.15%	0.65%	2.41%	2.75%
	Tennessee	0.78%	0.61%	3.12%	2.55%
	Western New York	0.32%	1.02%	2.76%	2.66%
	Western Pennsylvania	0.88%	0.73%	2.53%	2.26%
Great Lakes	Central Illinois	1.25%	0.88%	2.76%	3.16%
	Chicago	1.35%	1.56%	4.06%	3.38%
	Detroit	1.65%	2.66%	3.52%	3.99%
	Gateway	0.79%	1.35%	3.01%	3.71%
	Greater Indiana	1.41%	1.35%	3.05%	3.33%
	Greater Michigan	1.86%	1.52%	4.64%	3.14%
	Lakeland	1.06%	0.85%	3.16%	3.05%

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Area/District	Service Standard	2		3 to 5	
	Fiscal Year	16		16	
	Quarter	Q3	Q4	Q3	Q4
Northeast	Albany	1.16%	1.82%	2.83%	3.05%
	Caribbean	0.04%	0.29%	7.54%	6.62%
	Connecticut Valley	0.64%	1.72%	3.00%	3.35%
	Greater Boston	0.90%	1.14%	3.60%	4.16%
	Long Island	0.80%	1.28%	4.27%	3.18%
	New York	1.66%	1.96%	4.77%	3.85%
	Northern New England	0.81%	1.00%	4.50%	4.70%
	Northern New Jersey	1.59%	1.15%	3.24%	3.22%
	Triboro	1.39%	2.08%	4.13%	4.47%
	Westchester	1.30%	2.21%	3.57%	4.85%
Pacific	Bay-Valley	0.97%	1.16%	3.56%	2.67%
	Honolulu	0.22%	0.79%	5.92%	4.81%
	Los Angeles	1.45%	1.54%	3.52%	3.16%
	Sacramento	0.50%	1.02%	2.96%	3.66%
	San Diego	1.43%	0.85%	4.01%	2.46%
	San Francisco	1.01%	1.78%	3.98%	3.50%
	Santa Ana	1.12%	0.99%	3.90%	3.42%
	Sierra Coastal	1.29%	1.23%	3.21%	3.29%
Southern	Alabama	0.68%	1.33%	2.95%	3.17%
	Arkansas	0.60%	0.82%	3.06%	3.04%
	Dallas	0.69%	1.24%	3.18%	2.27%
	Fort Worth	0.90%	1.11%	3.46%	2.81%
	Gulf Atlantic	0.64%	1.01%	3.17%	2.91%
	Houston	1.65%	0.64%	3.59%	3.22%
	Louisiana	0.44%	1.35%	2.91%	2.39%
	Mississippi	0.88%	0.74%	3.38%	3.54%
	Oklahoma	0.36%	0.68%	2.87%	2.26%
	Rio Grande	1.47%	0.46%	3.61%	3.21%
	South Florida	0.54%	1.05%	3.22%	2.62%
	Suncoast	0.73%	0.93%	3.20%	2.80%
Western	Alaska	0.26%	0.43%	1.71%	1.78%
	Arizona	0.89%	0.91%	4.33%	3.27%
	Central Plains	0.64%	1.00%	3.53%	2.81%
	Colorado/Wyoming	2.33%	1.97%	5.80%	4.34%
	Dakotas	0.70%	0.86%	5.20%	5.16%
	Hawkeye	0.86%	0.68%	3.02%	2.69%
	Mid-America	0.84%	1.24%	3.43%	3.81%
	Nevada-Sierra	0.46%	1.02%	2.67%	1.94%
	Northland	1.36%	1.11%	3.32%	3.52%
	Portland	1.09%	0.42%	3.48%	2.60%
	Salt Lake City	1.22%	0.40%	3.49%	3.36%
	Seattle	0.63%	0.95%	4.71%	3.85%

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- 19.** The Postal Service provides the percentage of EXFC First-Class Mail Single-Piece Letters/Postcards with "Last Mile" failure through FY 2016, Quarter 2. Service Response at 19. Please provide this information for FY 2016, Quarters 3 and 4. The responsive percentages may be inserted into the following chart:

Percentage of EXFC First-Class Mail Single-Piece Letters/Postcards with "Last Mile" Failure		
Fiscal Quarter	FY 2016 Quarter 3	FY 2016 Quarter 4
2-Day		
3-5-Day		

RESPONSE:

**Percentage of First-Class Mail
Single-Piece Letters/Postcards with
"Last Mile" Failure**

Service Std / Fiscal Qtr	FY 16 Q3	FY 16 Q4
2-Day	1.35%	1.45%
3-5-Day	1.31%	1.52%

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20. The Postal Service attributes Last Mile failures to "mailpieces that have been through processing more than one time" which are tracked using Mail Handling Tracking System (MHTS) Looping Delivery Point Sequence (DPS), "out-of-sequence errors caused by specific events during delivery point sequencing" which are tracked using MHTS Pre-M, "mis-sent, mis-sorted, and mis-sequenced mail found in [carrier's] DPS volume" which are tracked using 3M Case, and missed scans which are tracked using Hot Case. Service Response at 19-20. Please attribute the sources of FY 2016 Last Mile failure, by percentage, to each of these categories of failures or other. The responsive percentages may be inserted into the following chart:

Percentage Source of Last Mile Failures in FY 2016				
Processed More Than Once (MHTS Looping DPS)	Out-of-Sequence Errors (MHTS Pre-M)	Mis-Sent/Sort/Sequenced (3M Case)	Missed Scans (Hot Case)	Other

RESPONSE:

The Postal Service does not maintain the historical data necessary to attribute Last Mile failures as requested:

- Processed More Than Once (MHTS Looping DPS): MHTS does not maintain historical data beyond the preceding three weeks.
- Out-of-Sequence Errors (MHTS Pre-M): MHTS does not maintain historical data beyond the preceding three weeks. Additionally, the MHTS Pre-M report provides intelligence to delivery unit managers where potential sequence errors in the DPS tray exist for the purpose of correcting them prior to carrier departure; therefore, identified out-of-sequence errors would not contribute to Last Mile failures.

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- Mis-Sent/Sort/Sequenced (3M Case): Data are recorded locally at the delivery unit level by day and not maintained historically or aggregated. Given that a small number of errors are expected, local delivery unit managers use the data to look for daily anomalies or recurrent errors, and report any issues to their local district operations office for resolution.
- Missed Scans (Hot Case): Although missed scan data are available, the associated mailpiece volumes are not; the Postal Service does not record the mailpieces associated with a missed scan.

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- 21.** What volume and percentage of First-Class Mail Single-Piece Letters/Postcards was subject to the overnight, 2-day, or the 3-5-day service standards for FY 2015 and FY 2016? The responsive volumes and percentages may be inserted into the following chart:

Volume and Percentage of First-Class Mail Single-Piece Letters/Postcards				
Fiscal Year	FY 2015		FY 2016	
Response	Volume	Percentage	Volume	Percentage
Overnight			Not applicable	Not applicable
2-Day				
3-5-Day				

RESPONSE:

The following chart contains the estimated volume and percentage of First-Class Mail Single-Piece Letters/Postcards subject to each service standard for FY 2015 and FY 2016:

Volume and Percentage of First-Class Mail Single-Piece Letters/Postcards				
Fiscal Year	FY 2015		FY 2016	
Response	Volume	Percentage	Volume	Percentage
Overnight	2,584,054,931	12.46	Not Applicable	Not Applicable
2-Day	11,600,168,591	55.93	12,821,903,236	65.07
3-5-Day	6,557,144,029	31.61	6,883,817,788	34.93